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## Progressive Training

# KNOW WHEN TO LISTEN

**Training Fee: \$125.00 (plus tax) per person**  
**One Day Training Session**

## Course Objectives

Mastering the art of listening will only help one to better communicate and improve one's skill. Listening is essential on a daily basis whether you are at work or elsewhere. On a daily basis, a typical person spends 75% communicating and of that, people listen 45% of the time. This skill is an easy practice if you carry out simple actions. During this session, the audience will accomplish several tasks to assess their listening ability to strengthen one's skills for better connections and clearer understanding.



## Agenda

- Introduction
  - Why?
  - Listening Styles
  - Be Active
  - Wedges
  - Job Aids
  - Conclusion
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